

Exhibit C

SIGMA GLOVE INDUSTRIES SDN BHD

CUSTOMER COMPLAINT NOTIFICATION (CCN)

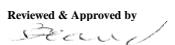
Part A .For Customer / Sender / Complaint Receiver Use Only

1. Complainant's Information								
Complaint Received by (OIC-CS/Marketing)	NANA		Complaint Date	03-Mar-22				
Customer Name	Sabrina Moore		E-mail	Sabrina.Moore@aspglobal.com				
Company	ASP Global (ASG)		Tel. Number	404-696-6999				
Customer Ref. Number	CA203SI/3/2022 (0093)							
Complaint by : (Tick / if applicable)	<input type="checkbox"/> Phone <input checked="" type="checkbox"/> *E-Mail <input type="checkbox"/> *Fax <input type="checkbox"/> *Letter <input type="checkbox"/> Other _____ <small>*If the customer complaint is through email or any written report, please forward to Complainant PIC/QA.</small>							
*Attachment : (Tick / if applicable)	<input checked="" type="checkbox"/> Report <input checked="" type="checkbox"/> Photo <input checked="" type="checkbox"/> Sample <input type="checkbox"/> Other _____ <small>*If have attachment please forward to Complaint PIC/QA</small>							
2. Origin of Report / Complaint (If Applicable)								
Name of Hospital / Clinics / Others	N/A							
Telephone No.								
<u>Report Enclosed</u>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date of Reporting					
3. Details of Product Affected								
*Type of Glove	9" (3MIL-S1) PF NITRILE EXAM FT BABY BLUE GLOVES							
Customer's Brand Name	GEN-X							
Purchase Order Number	1005047-M & 1005049-M		*Job Order Number	SIASG0001 & SIASG0003				
Shipment Date	23-04-2021 & 29-04-2021		Location of Product	AUSTELL, GA USA				
*Lot Number	Size	Shipped Qty	*Defective Qty	Defective Sample Returned (Y/N)	Date Sample Receive			
S1798R21C002	M	1340 CASES	3 DISP	Y	4/3/2022			
S1798R21C004	XL	168 CASES	3 DISP	Y	4/3/2022			
S1798R21D003	L	1005 CASES	2 DISP	Y	4/3/2022			
<i>* Required Information for Investigation to be conducted</i>								
4. Complaint Description								
<p>-Multiple defects, tearing while donning, holes / tears along fingers, poor beading, foreign material, torn cuff, gloves stick together near cuff, poorly packed and discolored, coagulant on glove surface, gloves stick together near cuff</p>								
5. Complaint Registration (For QA use only)								
Complaint Log Number : (XXX-YYY ZZ)	SGI-007/22		Complaint Distribution : (To tick any relevant department based on nature of the complaint) <input checked="" type="checkbox"/> QA <input type="checkbox"/> Warehouse <input type="checkbox"/> Packing <input checked="" type="checkbox"/> Prod. (Dipline' Team) <input type="checkbox"/> Compounding <input checked="" type="checkbox"/> Others _____					
Date of CCN Received By QA :	3/3/2022							
CAPAR Reply Date : (7 working days after CCN Received) :	15/3/2022							
Received By (Complaint PIC/QA) :	KOMALA (QA)							
Complaint Assigned To : Dept & Name	PRODUCTION (MR.SEAN)							
CAPAR's Format	<input type="checkbox"/> Customer <input checked="" type="checkbox"/> Inhouse							
<small>Note : Complaint PIC/QA to attach email received and evidence required for reference.</small>								

SIGMA GLOVE INDUSTRIES SDN BHD

CORRECTIVE ACTION / PREVENTIVE ACTION REPORT (CAPAR)

Part B : Identify, Investigate and Action of Complaint to Customer

1. Particulars / Customer Data (Source of Nonconformity or Complaint)			CCN Received Date																				
Customer Name	Sabrina Moore	*Complaint Log Number	SGI-007/22																				
Company	ASP Global (ASG)	JO Number	SIASG0001																				
Customer's Brand Name	GEN-X	Type of Glove	9" (3MIL-S1) PF NITRILE EXAM FT BABY BLUE GLOVES																				
Customer Ref. Number (if have)	CA203SI/3/2022 (0093)	Size and Lot Number (Product Affected)	Size : M, L, XL Lot No: S1798R21C002, S1798R21C004 & S1798R21D003																				
2. Complaint Description																							
Multiple defects, tearing while donning, holes / tears along fingers, poor beading, foreign material, torn cuff, gloves stick together near cuff, poorly packed and discolored, coagulant on glove surface, gloves stick together near cuff																							
 <p>Above images shows defect sample photos shared by customer</p>																							
3. Grasp the Situation (Investigate & explain the current situation)																							
1. Returned samples was shared among factory operation team to assist for further investigation. 2. From Device History Record (DHR): - The manufacturing details are as stated below. <table border="1" data-bbox="647 639 806 691"> <tr> <th>Lot Number</th> <th>Production date</th> </tr> <tr> <td>S1798R21C002</td> <td></td> </tr> <tr> <td>S1798R21C004</td> <td>Apr-21</td> </tr> <tr> <td>S1798R21D003</td> <td></td> </tr> </table> - In the internal pre-shipment (PSI) the affected lot were passed the shipment and released upon met the final release criteria. - All incoming, in process and final inspection were completed and passed with specification limit. 3. Returned samples from customer were inspected visually. Below are the findings: <table border="1" data-bbox="568 752 1029 871"> <thead> <tr> <th>Lot</th> <th>Total Return Quantities (Dispenser)</th> <th>Findings</th> </tr> </thead> <tbody> <tr> <td>S1798R21C102</td> <td>3</td> <td>Disp 1: 2pc Hole & 1pc torn cuff Disp 2: 1pc Hole & Sticky Disp 3: 2pc Hole & Discolouration Disp 4: 1pc Hole, Sticky & Discolouration Disp 5: Discolouration Disp 7: Sticky, 2pc Hole & 1pc poor beading Disp 8: 1pc Hole & Tearing Disp 9: Sticky & 6pcs Hole</td> </tr> <tr> <td>S1798R21C004</td> <td>3</td> <td>Disp 1: 2pc Hole & 1pc torn cuff Disp 2: 1pc Hole & Sticky Disp 3: 2pc Hole & Discolouration Disp 4: 1pc Hole, Sticky & Discolouration Disp 5: Discolouration Disp 7: Sticky, 2pc Hole & 1pc poor beading Disp 8: 1pc Hole & Tearing Disp 9: Sticky & 6pcs Hole</td> </tr> <tr> <td>S1798R21D003</td> <td>3</td> <td>Disp 1: 2pc Hole & 1pc torn cuff Disp 2: 1pc Hole & Sticky Disp 3: 2pc Hole & Discolouration Disp 4: 1pc Hole, Sticky & Discolouration Disp 5: Discolouration Disp 7: Sticky, 2pc Hole & 1pc poor beading Disp 8: 1pc Hole & Tearing Disp 9: Sticky & 6pcs Hole</td> </tr> </tbody> </table> <p>Table 1.0: Above shows table of returns sample defect & Findings</p> <p>- The returned samples from customer total had 9 dispensers. Each dispenser were carried out visual inspections for similar defects as stated in the table. Findings were attached above. - Returns samples of gloves was proceed for water tight test and found holes as stated in findings above.</p>				Lot Number	Production date	S1798R21C002		S1798R21C004	Apr-21	S1798R21D003		Lot	Total Return Quantities (Dispenser)	Findings	S1798R21C102	3	Disp 1: 2pc Hole & 1pc torn cuff Disp 2: 1pc Hole & Sticky Disp 3: 2pc Hole & Discolouration Disp 4: 1pc Hole, Sticky & Discolouration Disp 5: Discolouration Disp 7: Sticky, 2pc Hole & 1pc poor beading Disp 8: 1pc Hole & Tearing Disp 9: Sticky & 6pcs Hole	S1798R21C004	3	Disp 1: 2pc Hole & 1pc torn cuff Disp 2: 1pc Hole & Sticky Disp 3: 2pc Hole & Discolouration Disp 4: 1pc Hole, Sticky & Discolouration Disp 5: Discolouration Disp 7: Sticky, 2pc Hole & 1pc poor beading Disp 8: 1pc Hole & Tearing Disp 9: Sticky & 6pcs Hole	S1798R21D003	3	Disp 1: 2pc Hole & 1pc torn cuff Disp 2: 1pc Hole & Sticky Disp 3: 2pc Hole & Discolouration Disp 4: 1pc Hole, Sticky & Discolouration Disp 5: Discolouration Disp 7: Sticky, 2pc Hole & 1pc poor beading Disp 8: 1pc Hole & Tearing Disp 9: Sticky & 6pcs Hole
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4. Root Cause Analysis																							
Tearing Due to poor latex pick up which caused by bubble formation in latex tank. Bubble forms due to loosen former holder. When dip into the latex tank, this loosen former holder tend to vibrate and cause bubble in latex tank. Bubbles that stick on former that leads to poor latex pick up and causes thin spot on the gloves. Gloves with thin spot tend tear easily.																							
Poor Beading The probable root cause could be due to misalignment of beading roller. This happened due to loosen screw in the beading roller holder bracket thus caused the cuff unable to roll completely.																							
Foreign matter The probable root cause of foreign matter from the defect photo provided, happened due to accumulated oily particles that from former holders dropped into coagulant or latex tank and stucked on the former while dipping.																							
Torn Cuff Tearing at cuff was due to worn out auto stripping clipper units. The worn out clipper unit can tear the gloves when pulled the gloves from former during stripping.																							
Sticky at Cuff Sticky at cuff area of the gloves probably due to moisture content that was trapped inside the gloves. This could have cause due to temperature fluctuations at final drying oven. During packing and in-process inspection this defect cannot be identified immediately. Hence, moisture content tend to form when gloves packed and stored before shipment. This resulted to cause sticky at cuff.																							
Poorly Packed This happened due to stack and packing the gloves too fast and overlooked on layering of the gloves.																							
Discolouration The probable root cause of discolouration due to spike at final drying oven temperature. This is however did not give immediate discolouration to the gloves, thus it was not detected during QA inspection and the gloves were packed after meeting inspection criteria and allowed for shipment. After some time, during storage the glove colour changed.																							
5. Corrective Action / Preventive Action																							
Tearing Training to provided to Dipline Support on revised SOP J-3.2 Former Fitting onto Machine Procedure on the additional action added. Responsible Person: Mr.Sean (Production) Expected Date: Immediately																							
Poor Beading Production team to tighten and re-align the beading roller position to ensure the gloves have complete beading. Responsible person: Mr.Sean (Production) Expected Date: Immediately																							
Foreign matter 1. Production team to remove and filter out the dirts from coagulant and latex tank to remove the foreign matter. Responsible person: Mr.Sean (Production) Expected Date: Daily Monitoring 2. QA IPQC team to immediately highlight to production supervisor when found foreign matter on gloves. Responsible Person: Komala (QA IPQC) Expected Date: Immediately																							
Torn cuff Production team to monitor daily on the condition of auto clipper unit and change immediately when found worn out. Responsible person: Mr.Sean (Production) Expected Date: Daily Monitoring																							
Sticky at Cuff 1. Production supervisor to monitor the final drying oven temperature on daily basis to meet its specification Responsible person: Mr. Sean Expected Date: Immediately 2. Re-trained in-process quality control operators to inform immediately to production team if found sticky defect. Responsible person: Komala (QA IPQC) Expected Date: Immediately																							
Poorly Packed 1. Packing executive to brief packing operators on goes layering while packing gloves into dispenser. Responsible Person: Ms.Teh (Packing) Expected Date: Immediately																							
Discolouration Production to monitor final drying oven temperature every 2 hour to ensure there is no spike in temperature. Responsible Person: Rajan (Production) Implementation Date: Daily monitoring																							
<i>Expected Completion date : Refer above</i>																							
5. Standardize the Process (*If required)																							
<i>*If the action taken required further changes / update of the procedure, please mention which SOP involved and relevant department involved.</i> N/A <i>Expected Implementation date: N/A</i>																							
6. CAPAR Review and Approval																							
Prepared by 	Verified and Approved by 	Reviewed & Approved by 																					
PIC/QA	QA Manager /HOD/ Manager (Manufacturing)	GM/Senior Manager/Director (Manufacturing)																					
Name:Komala	Name:Ms. Shalani/Mr. Sean	Name:Mr. Benard																					
Date: 15/3/2022	Date:15/3/2022	Date:15/3/2022																					